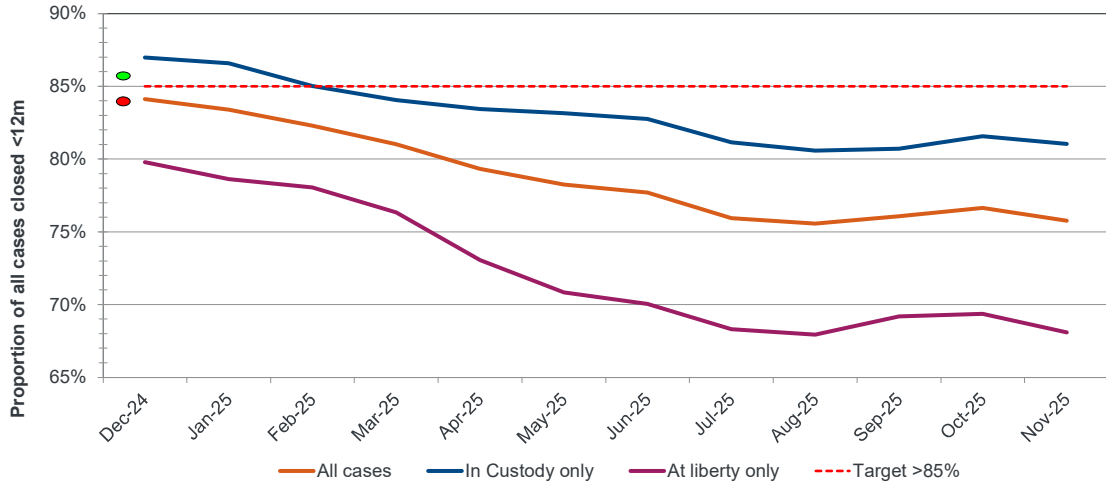
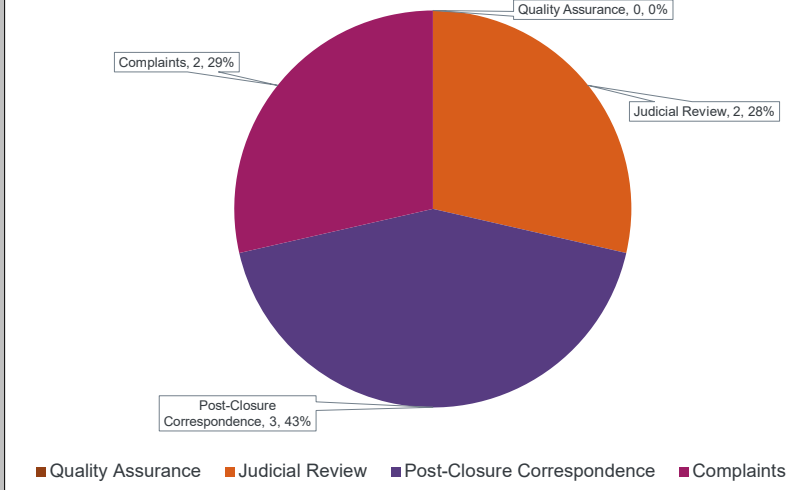


KPI 1a: All Cases Closed within 12m of Application

Cases closed within 12m of application as a proportion of all cases closed in the last 12m

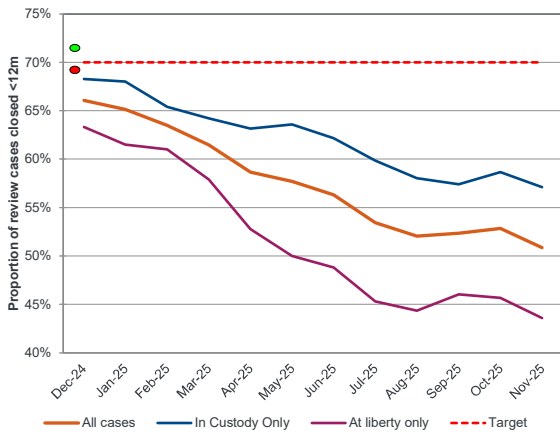


KPI 4: Cases Reopened in the Last 12 Months



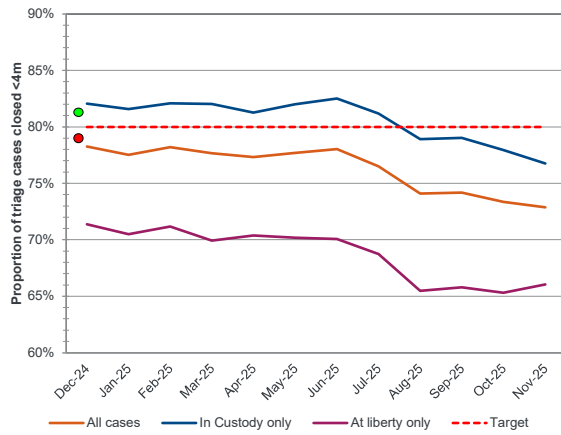
KPI 1b: Review Cases Closed within 12m of Application

Cases closed within 12m of application as a proportion of all cases closed in the last 12m



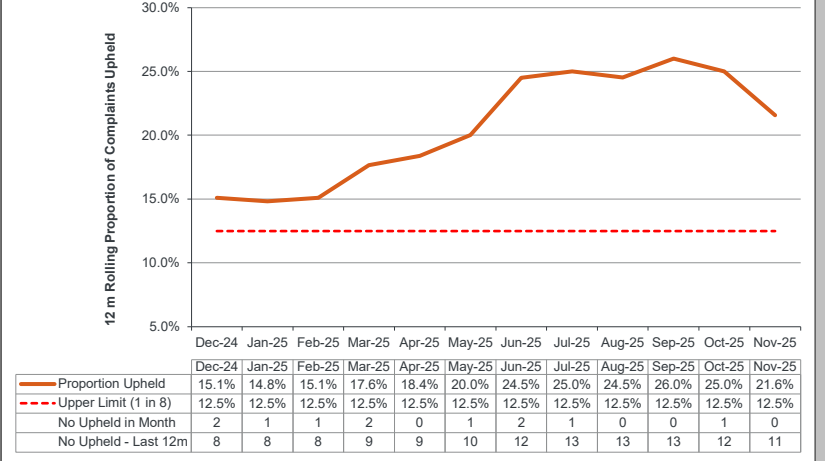
KPI 1c: Triage Cases Closed within 4m of Application

Cases closed within 4m of application as a proportion of all cases closed in the last 12m



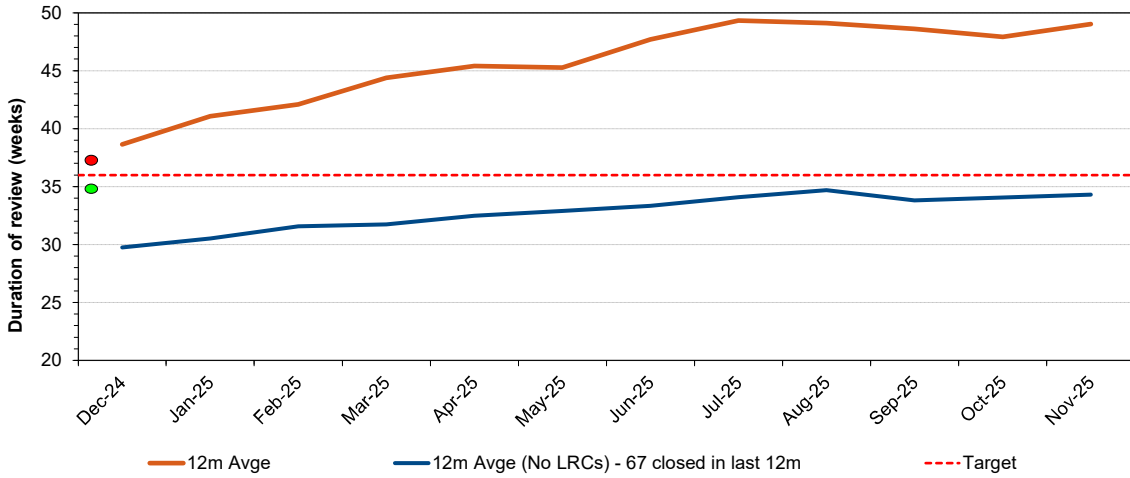
KPI 5: Customer Service & Quality

Percentage of complaints upheld as a proportion of complaints closed in last 12m - 12m rolling



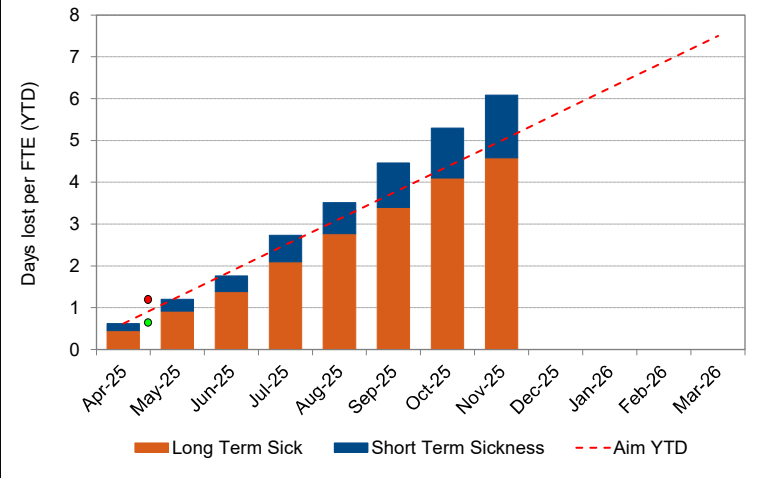
KPI 2: Duration of review [review cases]

Allocation to Initial Decision (PSOR where one issued) - 12m average



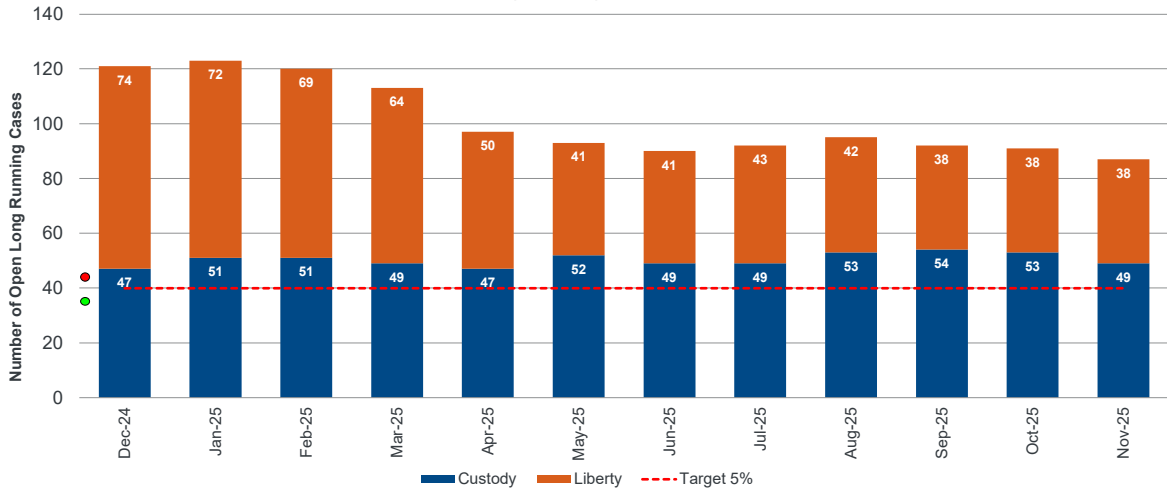
KPI 6: Staff absence

Sick days lost per FTE - Cumulative YTD



KPI 3: Long Running Cases

Number of Long Running Cases Under Review



KPI 7: Expenditure against budget

(Year to Date 2023/2024)

